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This document is a brief outline of the DLA-Z TQM implementing plan. It consists of three phases: Restructure organization, conduct process analyses, and establish guidelines for conducting continuous process analyses.

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DLA-Zs TQM IMPLEMENTATION PLAN
(3 PHASES)

PHASE 1

- **RESTRUCTURE ORGANIZATION**

  - FOCUS ON INFORMATION RESOURCES MANAGEMENT

  - REALIGN COGNIZANT MISSIONS AND FUNCTIONS

  - ESTABLISH AN ORGANIZATION THAT IMPROVES CUSTOMER SUPPORT

  - DEFINE DIVISION LEVEL STRUCTURE

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PHASE 2

- CONDUCT PROCESS ANALYSES

  - TRAIN THE PROCESS ANALYSIS TEAM (PAT)

  - CONDUCT PROTOTYPE ANALYSIS

  - ESTABLISH PROCESS ANALYSIS METHODOLOGY

  - DEVELOP SCHEDULE TO CONDUCT REMAINING
    PROCESS ANALYSES

  - CONDUCT THE ANALYSES

<u>PHASE 3</u>

- ESTABLISH GUIDELINES FOR CONDUCTING CONTINUOUS PROCESS ANALYSES

  - DEVELOP SYSTEM TO INCORPORATE BASELINE INFORMATION

  - PROGRAM SYSTEM TO SCHEDULE PROCESS REVIEWS

  - ESTABLISH AN ON LINE CUSTOMER COMPLAINTS SYSTEM TO FLAG PROCESS PROBLEM AREAS AND TO PROVIDE A SOURCE OF LESSONS LEARNED

MILESTONES

<u>TASK</u>

PHASE 1

PHASE 2

PHASE 3

<u>ECD</u>

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